

**ABSTRACT OF THE DISCLOSURE****EXPERT HOLD QUEUE MANAGEMENT**

5        A method, system, and program for expert hold queue management are provided. A call is received at a call center. The call is placed on hold in a hold queue until a representative of the call center is available to answer the call. While on hold in the hold queue, the call is  
10      transferred to an expert. In particular, the call may be transferred to a second hold queue within the first hold queue if the expert is not immediately available. Experts may include freelance experts, query based experts, and emergency response experts. Then, responsive to detecting  
15      the call at the top of the call queue, the caller is notified of an availability of a representative. The caller may select to remain with the expert or transfer to the representative.

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